

Great Staughton Surgery

Inspection report

57 The Highway
Great Staughton
St. Neots
PE19 5DA

Tel: 01480860770

www.great-staughton-surgery.co.uk

Date of inspection visit: 18 April 2023

Date of publication: 12/05/2023

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We previously inspected Great Staughton Surgery on 11 January 2023 and the practice was rated inadequate overall and placed in special measures. As a result of the concerns identified, we issued a Section 29 warning notice on 26 January 2023 in relation to a breach of Regulation 12 Safe Care and Treatment, requiring them to achieve compliance with the regulation by 31 March 2023.

The full reports for previous inspections can be found by selecting the 'all reports' link for Great Staughton Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook a focused inspection on 18 April 2023 to check that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings.

At the inspection, we found that not all the requirements of the warning notice had been met.

How we carried out the inspection

This inspection was carried out in a way which enabled us to work remotely without conducting a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Our findings

- We found processes for monitoring patients with long-term conditions had improved, however, we found the systems and processes needed further embedding and monitoring to be fully effective and to ensure they would be sustained.
- We saw that the practice had improved the monitoring of patients receiving some medicines which included some high-risk medicines and controlled drugs.
- Oxygen for use in an emergency was available and we found that there was an effective system to check expiry dates of equipment used at the practice.
- Patient safety alerts were being managed more effectively.
- We found the use of templates for medical records needed to be further embedded to ensure consistent note taking.

We found a breach of regulation. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed information provided by the practice. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Great Staughton Surgery

Great Staughton Surgery is located in St Neots:

57 The Highway

Great Staughton

St Neots

PE19 5DA

Great Staughton Surgery provides a dispensing service on site and this was visited as part of the inspection in January 2023.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the Cambridgeshire and Peterborough integrated care system area (ICS) and delivers General Medical Services (GMS) to a patient population of 4,549. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices St Neots Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 3rd highest decile (8 of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1% Asian, 96% White, 1% Black, 1% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 3 GPs who work at the practice. The practice has an advanced nurse practitioner who provides nurse led clinics for long-term conditions and a health care assistant. The GPs are supported at the practice by a team of reception/administration staff. There are 2 practice managers to provide managerial oversight.

The practice is open between 8am to 6pm Monday, Wednesday and Thursday, and 7:30am to 6pm Tuesday and Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by West Cambs Federation, where late evening and weekend appointments are available. Out of hours services are provided by Herts Urgent Care (HUC).

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The practice did not have fully effective and embedded processes for monitoring patients' health in relation to the use of some medicines and long-term conditions.• The practice did not have fully effective and embedded processes to ensure consistency in medical records where all details had been documented. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>